

NETWORK 2 WEBSITE

Offering Enhanced Interaction Online

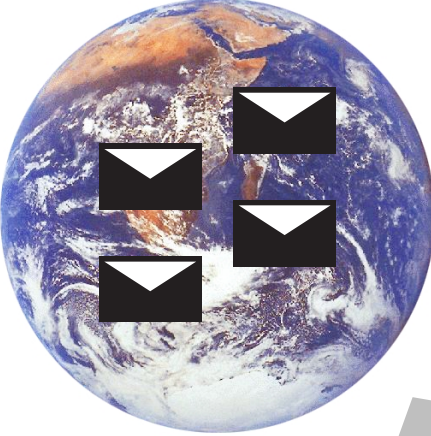
1 Veterans, their family members and others send questions or requests for assistance through the Network 2 Website. Inquiries are received from all over the world.



5 Virtual Help Desk Managers and Web Team monitor inquiries, and use frequently asked questions to guide future Website content.



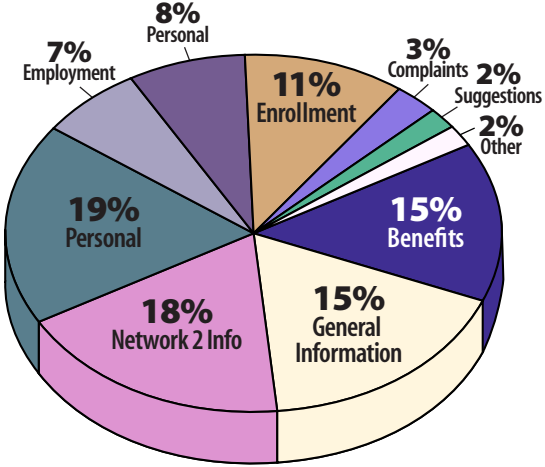
2 Veterans, their family members and others send questions or requests for assistance through the Network 2 Website.



3 Network 2 Virtual Help Desk Managers answer incoming inquiries, or refer specific questions to Virtual Help Desk Team of 25 subject matter experts



4 Response goes back to veteran within 3 business days, providing rapid turnaround and excellent customer service.



6 Virtual Help Desk reports regularly to Customer Service Council and Network 2 on veteran inquiries received through the Network 2 Website.